

AMENDMENTS TO THE CLAIMS

Upon entry of the present amendment, the status of the claims will be as shown below.

This listing of claims replaces all previous versions and listings of claims in the present application.

Listing of Claims

1. (Currently Amended) A method of providing patron service at a venue, comprising ~~the steps of:~~

providing, to each of a plurality of patrons, a wireless portable patron unit in communication with one or more central computer systems, ~~the patron unit each of said patron units including an interactive display and providing a plurality of functions, including the~~ functions of:

~~providing an interactive display enabling entry, using the interactive display, of a~~ plurality of patron information, including: a patron identifier, a current location of the patron unit, patron requests, and a different location of the patron unit when the patron moves to the different location at the venue;

~~allowing a patron to input a request;~~

providing wireless signals to the one or more central computer systems,
permitting the one or more central computer systems to receive the entered patron information
and to perform a plurality of venue functions, including: authenticating the patron using the
patron identifier, processing the patron requests, retrieving previously stored information
regarding the authenticated patron from a patron database, and wirelessly sending the received
patron information and the retrieved patron information to one or more portable wireless staff
units;

~~displaying the status of open requests for said patron;~~

~~sending a location or other identifier to said central computers; and~~

~~selectably receiving and displaying on the interactive display information from~~

~~[[said]] the one or more central computer systems, including: a status of open patron requests~~

~~from the patron, information regarding the patron retrieved from the patron database, information~~

~~from a staff member assigned to the patron, and venue information; and central computers;~~

providing, to each of a plurality of staff members, a wireless portable staff unit in

communication with [[said]] the one or more central computer systems, each of [[said]] the

wireless portable staff units including an interactive display and providing a plurality of

functions, including the functions of:

~~an interactive display;~~

~~selectably receiving and displaying information on the interactive display from~~

~~the one or more central computer systems, including: information regarding patrons assigned to a~~

~~particular staff member, current locations of the assigned patrons, assigned patron requests,~~

~~status of the assigned patron requests, different locations of the assigned patrons, and patron~~

~~information regarding the assigned patrons retrieved from the patron database;~~

~~enabling entry, by the staff member using the interactive display, of a plurality of~~

~~staff information, including: staff requests, requests for information regarding the assigned~~

~~patron requests, requests for information from the patron database regarding the assigned~~

~~patrons, information updating the status of open assigned patron requests, and information~~

~~modifying the assigned patron requests; and~~

~~providing wireless signals to the one or more central computer systems,~~

~~permitting the one or more central computer systems to receive and process the entered staff~~

information

~~sending requests to said central computers for information regarding requests or patrons;~~

~~viewing outstanding requests and their status from one or more of said patron units;~~

~~displaying a map showing the location of one or more of said patron units;~~

~~displaying information regarding past requests from particular patrons;~~

~~allowing a staff member to update the status of an outstanding patron request; and~~

~~allowing the a staff member to input requests for patrons; and~~

~~providing one or more central computer systems, said one or more central computer systems providing the functions of:~~

~~identifying a plurality of patron units by location or a specific identifier;~~

~~receiving and processing requests from the a plurality of patrons via said plurality of patron units;~~

~~storing information regarding past requests from each patron;~~

~~receiving and processing requests from a plurality of staff; and~~

~~interfacing with an external point of sale system.~~

2. (Currently Amended) The method as recited in claim 1, further comprising offering, via ~~[[said]]~~ the patron unit units, a plurality of services, including at least one service selected from a group consisting of interactive video games, which are automatically activated in the patron unit by a patron making a selection using the interactive display ~~music, movies, internet access, voice and telephony access.~~

3. (Currently Amended) The method as recited in claim 1, wherein ~~[[said]]~~ the processing of patron requests ~~[[step]]~~ comprises ~~the step of routing~~ ~~[[said]]~~ each patron request requests to one of a plurality of appropriate fulfillment centers that provides a fulfillment that is associated with a specific service included in the patron request, wherein each of the plurality of fulfillment centers provides a different specific service.

4. (Currently Amended) The method as recited in claim 3, further comprising ~~the step of~~ notifying staff responsible for a particular order via their wireless portable staff units when a specific patron request is ~~requests are completed~~ and ~~[[or]]~~ ready for delivery from one of the plurality of fulfillment centers that fulfilled the specific patron request ~~the appropriate fulfillment centers to the patrons.~~

5. (Currently Amended) The method as recited in claim 4 ~~[[1]]~~, wherein each wireless portable patron unit allows a patron to page one or more said patron units allow patrons to page staff members assigned to that patron.

6. (Currently Amended) The method as recited in claim 4 ~~[[1]]~~, wherein the patron said patrons can request a bill for completed patron requests via the patron unit, and can complete payment for the bill by a preferred payment process, including electronically paying the bill using the patron unit and electronically requesting the assigned staff member to assist the patron in paying the bill ~~bills via said patron units.~~

7. (Cancelled)

8. (Cancelled)

9. (Currently Amended) The method as recited in claim 4 ~~[[1]]~~, wherein the selectably
~~said step of~~ receiving and displaying information from the one or more central computer systems
~~said central computers~~ includes displaying goods and services offered by the venue on the
wireless portable patron units.

10. (Currently Amended) The method as recited in claim 9 ~~[[1]]~~, wherein the selectably
~~said step of~~ receiving and displaying information from the one or more central computer systems
~~said central computers~~ includes displaying cross-sell and/or up-sell recommendations based on
previous patron requests made by a same patron, which have been retrieved from the patron
database the patrons.

11. (Currently Amended) The method as recited in claim 9 ~~[[1]]~~, wherein the venue
information displayed on the patron unit includes general advertisements provided to all patrons
of the venue ~~said step of receiving and displaying information from said central computers~~
~~includes displaying advertisements on the patron units~~.

12. (Currently Amended) The method as recited in claim 11, wherein the venue
information displayed further includes specific ~~[[said]]~~ advertisements ~~[[are]]~~ related the patron's
current patron request, and specific advertisements related to previous patron requests of the
patron based on information retrieved from the patron database appurtenant to the request made
by the patrons on the patron units.

13-38. (Cancelled)

39. (Currently Amended) One or more non-transitory computer-readable media, comprising computer executable instructions that, when executed, direct a wireless portable patron unit, having an interactive display, at a venue, having one or more central computer systems, to perform a plurality off functions, including the functions of:

enabling entry, using the interactive display, of a plurality of patron information, including: a patron identifier, a current location of the patron unit, patron requests, and a different location of the patron unit when the patron moves to the different location at the venue;

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive the entered patron information and to perform a plurality of venue functions, including: authenticating the patron using the patron identifier, processing the patron requests, retrieving previously stored information regarding the authenticated patron from a patron database, and wirelessly sending the received patron information and the retrieved patron information to one or more portable wireless staff units; and

selectably receiving and displaying on the interactive display information from the one or more central computer systems, including: a status of open patron requests from the patron, information regarding the patron retrieved from the patron database, information from a staff member assigned to the patron while the staff member is using a portable wireless staff unit, and venue information

linking the patron unit to a network provided by a said venue;

displaying information associated with venue;

enabling a patron to submit a request;

~~transmitting said request to one or more central computers for processing; and
sending location information from the patron unit to said central computers.~~

40. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 39, further comprising computer executable instructions that, when executed, direct the patron unit to display an item previously ordered by the patron to enable the patron to reorder the previously ordered item, the previously ordered item by the patron was retrieved from the patron database by the one or more central computer systems.

41. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 40 [[39]], wherein the patron information retrieved from the patron database associated with the one or more central computer systems further includes information relating to patron preferences, patron dietary restrictions, and patron special requests further comprising computer executable instructions that, when executed, direct the patron unit to display preference information regarding a patron.

42. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 39, further comprising computer executable instructions that, when executed, direct the wireless portable patron unit to display an estimate of a [[the]] time to completion of a pending patron request.

43. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 39, further comprising computer executable instructions that, when executed,

enable the one or more central computer systems ~~direct the patron unit~~ to authenticate the patron using the wireless portable patron unit before accepting the patron requests ~~before the request is fulfilled.~~

44. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 39, further comprising computer executable instructions that, when executed, direct the wireless portable patron unit enables ~~to enable~~ the patron to page one or more ~~[[a]]~~ staff members ~~member~~ assigned to the ~~[[that]]~~ patron.

45-46. (Cancelled)

47. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 39, further comprising computer executable instructions that, when executed, direct the wireless portable patron unit to display cross-sell and/or up-sell recommendations based upon previous patron requests made by a same patron, which have been retrieved from the patron database ~~the patron's request or upon past requests by the patron.~~

48. (Cancelled)

49. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 39, further comprising computer executable instructions that, when executed, direct ~~[[a]]~~ the wireless portable patron unit to display advertisements selected by the venue, the advertisements including general advertisements provided to all patrons of the venue, specific

advertisements related to the patron's current patron request, and specific advertisements related to previous patron requests of the patron based on information retrieved from the patron database appurtenant to the patron's request.

50. (Currently Amended) One or more non-transitory computer-readable media comprising computer executable instructions that, when executed, direct a wireless portable staff unit, in communication with one or more central computer systems and with one or more wireless portable patron units using wireless network at a venue, to perform a plurality of functions, including the functions of:

selectably receiving and displaying, on an interactive display of the portable staff unit, information from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons when any of the assigned patrons moves to a different location at the venue, and patron information regarding the assigned patrons retrieved by the one or more central computer systems from a patron database after authentication of the patron by the one or more central computer system,

wherein the user interface also enables entry, by the staff member using the interactive display, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

providing wireless signals to the one or more central computer systems, permitting the

one or more central computer systems to receive and process the entered staff information

~~displaying notification of when a request is ready for delivery to a patron;~~

~~displaying details of a patron's request;~~

~~displaying details about the patron, including at least one of the following: name of the patron, room number of patron, preference information of the patron, special needs/requests of the patron, and/or information associated with the patron from prior visits to a venue; and~~

~~displaying a location of a portable patron unit used to make the request.~~

51. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 50, wherein the information updating the status of open assigned patron requests, entered into the staff unit, includes information indicating that a patron request has been delivered to the patron further comprising computer executable instructions that, when executed, ~~direct a portable staff unit to indicate whether a request for a patron has been completed.~~

52. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 50, further comprising computer executable instructions that, when executed, direct the staff unit to display information specifying a quantity of patron requests assigned to a particular staff member ~~a portable staff unit to display a request from a patron assigned to a particular staff member.~~

53. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 50, further comprising computer executable instructions that, when executed, direct the staff unit to display information specifying a quantity of patron requests assigned to a

~~particular zone of responsibility a portable staff unit to display requests assigned to a particular zone of responsibility.~~

54. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display information specifying a total quantity of patron units patrons that are logged into a network for the venue.

55. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display real-time activity of a patron which is performed concurrently on a portable patron device.

56. (Cancelled)

57. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display a request from a patron using a patron unit for delivery of the patron's bill.

58. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display messages received from venue management.

59. (Currently Amended) One or more non-transitory computer-readable media comprising computer executable instructions that, when executed, direct one or more central computer systems ~~a central computer~~ at a venue, in communication with a one or more wireless portable patron units and one or more wireless portable staff units over a wireless network, to perform a plurality of functions, including the functions of:

receiving wireless signals from the one or more patron units, permitting the one or more central computer systems to receive patron information entered by a patron using an interactive display of a patron unit and to perform a plurality of venue functions, including: authenticating a patron using a patron identifier entered by a patron on the patron unit, processing patron requests, and retrieving previously stored information regarding the authenticated patron from a patron database;

wirelessly sending the received patron information and the retrieved patron information to the one or more staff units;

receiving wireless signals from the one or more staff units, permitting the one or more central computer systems to receive staff information entered by a staff member using an interactive display of a staff unit, and to perform a plurality of staff venue functions, including processing: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

wirelessly sending designated received staff information, the retrieved patron information, and venue information to the one or more patron units

communicating with a plurality of portable patron units and portable staff units;

distributing content to the portable patron units and the portable staff units;
storing information regarding previous requests made by individual patrons;
receiving requests from the portable patron units and the portable staff units; and
processing the requests from the portable patron units and the portable staff units.

60. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 59, wherein the venue information content includes menus for ordering items.

61. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 59, wherein the venue information content includes services offered by the venue.

62. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 59, wherein the venue information content includes advertisements.

63. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 59, wherein the retrieved patron information includes information regarding previously patron requests, patron preferences, patron dietary restrictions, and patron special requests content includes a history of requests previously made by a particular patron, said history being stored on said central computer.

64. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 59, wherein the venue information includes advertisements selected by the

venue, the advertisements including general advertisements provided to all patrons of the venue, specific advertisements related to the patron's current patron request, and specific advertisements related to previous patron requests of the patron based on information retrieved from the patron database content includes information associated with a particular patron.

65. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 59, wherein a received patron request includes a request for Internet access provided by the venue ~~the content includes a status of open requests which are assigned to a particular staff member.~~

66. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 59, wherein the received patron information includes a request for an electronic bill, which the patron can pay electronically using the patron unit ~~said request is selected from a group consisting of ordering an item, requesting a service, requesting information associated with the venue and requesting a bill.~~

67. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 59, further comprising computer executable instructions that, when executed, direct the one or more central computer systems to communicate with one of a plurality of venue fulfillment centers, wherein each venue fulfillment center provides a different fulfillment ~~said central computer to communicate with a fulfillment center computer.~~

68. (Currently Amended) One or more non-transitory computer-readable media as recited in claim 59, further comprising computer executable instructions that, when executed, direct the one or more central computer systems to notify a patron that a specific patron request has been successfully processed by a specific fulfillment center that provides a specialized venue service requested by the patron that is not related to the restaurant services of the venue ~~a said central computer to notify the portable staff unit of the responsible staff member when an order is ready for delivery from a fulfillment center.~~

69. (Currently Amended) A wireless portable patron unit for use in a venue, in communication with one or more central computer systems and with one or more wireless portable staff units, the wireless portable patron unit comprising:

a controller;

[[a]] an interactive display [[unit]];

a user interface for display on [[said]] the interactive display [[unit]], the user interface configured to enable entry of a plurality of patron information, including: a patron identifier, a current location of the patron unit, patron requests, and a different location of the patron unit when the patron moves to the different location at the venue; and

a communicator, for providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive the entered patron information and to perform a plurality of venue functions, including: authenticating the patron using the patron identifier, processing the patron requests, retrieving previously stored information regarding the authenticated patron from a patron database, and wirelessly sending the received patron information and the retrieved patron information to the one or more portable

wireless staff units,

wherein the controller enables the patron to selectably receive and display on the interactive display information from the one or more central computer systems, including: a status of open patron requests from the patron, information regarding the patron retrieved from the patron database, information from a staff member assigned to the patron while the staff member is using a portable wireless staff unit, and venue information a patron while in a public area of said venue, to interactively order an item and/or request a service offered by the venue;
and

a communication unit, configured to connect said portable patron unit to a network to transmit the patron's location and order to a central computer.

70. (Currently Amended) The wireless portable patron unit as recited in claim 69, wherein ~~[[said]]~~ the wireless portable patron unit is a dedicated device capable of being handheld and carried by the patron to the different location, ~~[[said]]~~ the wireless portable patron unit being provided to the patron at the venue upon checking into the venue or after the patron enters a particular public area of the venue.

71. (Currently Amended) The wireless portable patron unit as recited in claim 69, wherein the wireless portable patron unit is configured to be temporarily secured to furniture used by the patron ~~while in a particular public area of the venue.~~

72. (Currently Amended) The wireless portable patron unit as recited in claim 70 ~~[[69]]~~, wherein the interactive display device permits the user to select various sizes of fonts for

~~displaying information is large enough to enable a patron with myopia to read information displayed on the user interface without having to use corrective optical lenses.~~

73. (Currently Amended) The wireless portable patron unit as recited in claim 70 [[69]], wherein the interactive display device is a touchscreen display device.

74. (Currently Amended) The wireless portable patron unit as recited in claim 70 [[69]], further including packaging, configured to provide protection against the sun and other contaminants.

75. (Currently Amended) The wireless portable patron unit as recited in claim 69, wherein the user interface is configured to display an item previously ordered by the patron to enable the patron to reorder the previously ordered item, the previously ordered item by the patron having been retrieved from the patron database by the one or more central computer systems.

76. (Currently Amended) The wireless portable patron unit as recited in claim 75 [[69]], wherein the patron information retrieved from the patron database associated with the one or more central computer systems further includes information relating to patron preferences, patron dietary restrictions, and patron special requests ~~the user interface is configured to display preference information of the patron, special needs/requests of the patron, and/or information associated with the patron from prior visits to the venue.~~

77. (Currently Amended) The wireless portable patron unit as recited in claim 69, wherein the user interface is configured to display an estimate of a [[the]] time to completion of a pending order.

78. (Currently Amended) The wireless portable patron unit as recited in claim 69, wherein the authentication comprises enabling the wireless portable patron unit to accept a biometric sample of the patron, which is compared to a previously received biometric sample of the patron that is stored in the patron database. ~~user interface is configured to authenticate a patron before the order and/or service is fulfilled.~~

79. (Currently Amended) The wireless portable patron unit as recited in claim 69, wherein the wireless portable patron unit allows the patron to page one or more ~~[[a]]~~ staff members ~~member~~ assigned to the ~~[[that]]~~ patron.

80. (Cancelled)

81. (Currently Amended) The wireless portable patron unit as recited in claim 69, wherein the user interface is configured to display messages to the patron from the one or more central computer systems, from the one or more staff units, and from other patrons if the patron desires to communicate with other patrons.

82. (Currently Amended) The wireless portable patron unit as recited in claim 81 ~~[[69]]~~, wherein the user interface is configured to display items ~~goods~~ and services offered by the

venue.

83. (Currently Amended) The wireless portable patron unit as recited in claim 82 ~~[[69]]~~, wherein the user interface is configured to display cross-sell and/or up-sell recommendations based on previous patron requests made by a same patron, which have been retrieved from the patron database ~~the item ordered and/or service requested by the patron, or upon previous requests from the patron.~~

84. (Cancelled)

85. (Currently Amended) The wireless portable patron unit as recited in claim 82 ~~69~~, wherein the user interface is configured to display advertisements selected by the venue appurtenant to the patron's request, the advertisements including general advertisements provided to all patrons of the venue, specific advertisements related to the patron's current patron request, and specific advertisements related to previous patron requests of the patron based on information retrieved from the patron database.

86. (Currently Amended) A wireless portable staff unit assigned to a staff member, in communication with one or more central computer systems and with one or more wireless portable patron units using a wireless network at a venue, comprising:

a controller;

[[a]] an interactive display [[unit]];

a user interface for display on the interactive display, the unit, said user interface being configured to selectably receive and display information on the interactive display from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons when any of the assigned patrons moves to a different location at the venue, and patron information regarding the assigned patrons retrieved by the one or more central computer systems from a patron database after authentication of the patron by the one or more central computer system,

wherein the user interface also enables entry, by the staff member using the interactive display, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

a communicator providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the entered staff information perform actions selected from a group consisting of enabling a staff member to view details about a patron's order, showing a location of a portable patron unit used to make the patron's order, notifying a staff member when an order is ready for delivery and delivery to a patron, showing details about a patron, including at least one of the following: name of the patron; room number of patron; showing preference information of the patron; showing special needs/requests of the patron; and/or information associated with the patron from prior visits to venue; and

a communication unit, configured to connect the portable staff unit to a network.

87. (Currently Amended) The wireless portable staff unit as recited in claim 86, wherein the information updating the status of open assigned patron requests included information indicating that a patron request has been delivered to the patron ~~the user interface is configured to allow a staff member to indicate whether an order has been delivered to the patron.~~

88. (Currently Amended) The wireless portable staff unit as recited in claim 86, wherein the user interface is configured to display information specifying a quantity of patron requests ~~orders~~ assigned to a particular staff member.

89. (Currently Amended) The wireless portable staff unit as recited in claim 86, wherein the user interface is configured to display information specifying a quantity of patron requests ~~orders~~ assigned to a particular zone of responsibility at the venue ~~for the portable staff unit.~~

90. (Currently Amended) The wireless portable staff unit as recited in claim 86, wherein the user interface is configured to display information specifying a quantity of patron units ~~patrons~~ that are logged onto the ~~the~~ [[a]] network at ~~at~~ [[for]] the venue.

91. (Currently Amended) The wireless portable staff unit as recited in claim 86, wherein the user interface is configured to display actions performed by patrons using their wireless portable patron units as the actions are being performed by the patrons in real-time.

92. (Currently Amended) The wireless portable staff unit as recited in claim 86, wherein

the user interface is configured to display information specifying when a notification/page is received from a patron requesting service from the staff member assigned to that patron.

93. (Currently Amended) The wireless portable staff unit as recited in claim 86, wherein the user interface is configured to display information specifying when a notification/page is received indicating when a patron has requested delivery of their bill.

94-109. (Cancelled)

110. (Currently Amended) A method for a wireless portable staff unit used by a staff member in a venue, in communication with one or more central computer systems and with one or more wireless portable patron units using a wireless network at a venue, comprising the steps of:

selectably receiving and displaying information on an interactive display of the staff unit from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons when any of the assigned patrons moves to a different location at the venue, and patron information regarding an assigned patron retrieved by the one or more central computer systems from a patron database after authentication of the assigned patron by the one or more central computer systems,

enabling entry, by the staff member using the interactive display of the staff unit, of a plurality of staff information, including: staff requests, requests for information regarding the

assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the entered staff information; and

communicating with assigned patrons via their patron unit units

~~displaying notification of when an order is ready for delivery and delivery or the order to a patron;~~

~~displaying details of the order;~~

~~displaying details about the patron, including at least one piece of information selected from a group consisting of the name of the patron, the room number of patron, the seat number of the patron, preference information of the patron, special needs/requests of the patron, and information associated with the patron from prior visits to the venue; and~~

~~displaying a location of a portable patron unit used to place the order.~~

111. (Cancelled)

112. (Currently Amended) The method as recited in claim 110, further comprising: ~~the~~ step of displaying a total number of patron requests ~~orders~~ assigned to each of a plurality of particular staff members.

113. (Currently Amended) The method as recited in claim 110, further comprising: ~~the~~ step of displaying a total number of patron requests ~~orders~~ assigned to a particular zone of

responsibility at the venue.

114. (Currently Amended) The method as recited in claim 110, further comprising: ~~the~~
~~step of~~ displaying a quantity of patron units that are patrons actively logged onto the ~~[[a]]~~
wireless network for the venue.

115. (Currently Amended) The method as recited in claim 110, further comprising: ~~the~~
~~step of~~ displaying actions performed by patrons using their wireless portable patron units as the
actions are being performed by the patrons in real-time.

116. (Currently Amended) The method as recited in claim 110, further comprising: ~~the~~
~~step of~~ displaying a notification/page from a patron to which the staff member is assigned
requesting service.

117. (Cancelled)

118. (Currently Amended) A method of providing patron service in a stadium/arena,
comprising ~~the steps of~~:

providing, to each of a plurality of patrons, a wireless portable patron unit having an
interactive display in communication with one or more central computer systems, each of the
wireless portable patron units, having downloaded therein a stadium/arena seating configuration
of a designated stadium/arena, and providing a plurality of functions, including:

enabling entry, using the interactive display, of a plurality of patron information,

including: a patron identifier, a current location of the patron unit in the stadium/arena that correlates to the designated stadium/arena seating configuration, patron requests, and a different location of the patron unit when the patron moves to the different location at the stadium/venue; providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive the entered patron information and to perform a plurality of stadium/arena functions, including: authenticating the patron using the patron identifier, processing the patron requests, retrieving previously stored information regarding the authenticated patron from a patron database, and wirelessly sending the received patron information and the retrieved patron information to one or more portable wireless staff units;

selectably receiving and displaying on the interactive display information from the one or more central computer systems, including: a status of open patron requests from the patron, information regarding the patron retrieved from the patron database, information from a staff member assigned to the patron, and stadium/arena information; and

providing, to each of a plurality of staff members, a wireless portable staff unit in communication with the one or more central computer systems, each of the wireless portable staff units including an interactive display and providing a plurality of functions, including:

selectably receiving and displaying information on the interactive display from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons, and patron information regarding the assigned patrons retrieved from the patron database;

enabling entry, by the staff member using the interactive display, of a plurality of

staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

providing wireless signals to the one or more central computer systems,
permitting the one or more central computer systems to receive and process the entered staff information

~~patron units to patrons for use in a stadium/arena, the patron units having a communication link connecting said patron units to a network and interactive display screens;~~

~~enabling patrons to order items, request services and/or browse information associated with the stadium/resort via the patron units;~~

~~providing portable staff units to staff members of the stadium/resort, the portable staff units being wireless devices having interactive display screens;~~

~~enabling staff members to view information about orders and/or requests made by the patrons via the portable staff units; and~~

~~providing locations of the patron units to enable the staff members to deliver the items ordered and/or services requested directly to the patrons.~~

119. (Cancelled)

120. (Currently Amended) One or more non-transitory computer-readable media comprising computer executable instructions that, when executed, direct a wireless portable staff unit, in communication with one or more central computer systems and with one or more

wireless portable patron units using a wireless network at a stadium/arena, to perform a plurality of functions, including at a venue to perform the functions of:

selectably receiving and displaying, on an interactive display of the staff unit, information from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons in the stadium/arena, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons when any of the assigned patrons moves to a different location at the stadium/arena, and patron information regarding the assigned patrons retrieved by the one or more central computer systems from a patron database after authentication of the patron by the one or more central computer systems,

wherein the user interface also enables entry, by the staff member using the interactive display, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the entered staff information

displaying notification of when an order is ready for delivery and delivery of the order to a patron;

displaying details of the order;

displaying details about the patron, including at least one of the following: name of the patron, seat number of the patron, preference information of the patron, special needs/requests of the patron, and/or information associated with the patron from prior visits to a particular

stadium/arena;

~~displaying a location of a portable patron unit used to place the order; and~~

~~allowing the entry of an order for a patron.~~

121. (Cancelled)

122. (Currently Amended) A wireless portable patron unit for use in a stadium/arena, in communication with one or more central computer systems and with one or more wireless portable staff units, comprising:

a controller;

[[a]] an interactive display [[unit]];

a memory, having stored therein a stadium/arena seating configuration of a designated stadium/arena;

a user interface for display on the interactive display, the user interface configured to enable entry of a plurality of patron information, including: a patron identifier, a current location of the patron unit in the stadium/arena, patron requests, and a different location of the patron unit when the patron moves to the different location at the stadium/arena; and

a communicator, for providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive the entered patron information and to perform a plurality of stadium/arena functions, including: authenticating the patron using the patron identifier, processing the patron requests, retrieving previously stored information regarding the authenticated patron from a patron database, and wirelessly sending the received patron information and the retrieved patron information to the one or more portable

wireless staff units,

wherein the controller enables the patron to selectably receive and display on the interactive display information from the one or more central computer systems, including: a status of open patron requests from the patron, information regarding the patron retrieved from the patron database, information from a staff member assigned to the patron while the staff member is using a portable wireless staff unit, and stadium/arena information

~~a user interface for display on the display unit, said user interface being configured to enable a patron while in a stadium/arena to interactively order an item and/or request a service offered by the stadium/arena; and~~

~~a communication unit, configured to connect the portable patron unit to a network to determine where in the stadium/arena the portable patron unit is located~~

~~wherein the portable patron unit is a dedicated device capable of being handheld and carried by the patron and/or a staff member; and~~

~~further wherein the portable patron unit may be provided to the patron upon entering the stadium/arena or after the patron enters a particular area of the stadium/arena.~~

123. (Currently Amended) The wireless portable patron unit as recited in claim 122, wherein the interactive display device is touch-screen display device.

124. (Currently Amended) A method for a wireless portable staff unit used by a staff member in a stadium/arena, in communication with one or more central computer systems and with one or more wireless portable patron units using a wireless network, comprising ~~the steps~~ of:

selectably receiving and displaying information on an interactive display of the staff unit from the one or more central computer systems, including: information regarding patrons assigned to a particular staff member, current locations of the assigned patrons at the stadium/arena, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons when any of the assigned patrons moves to a different location at the stadium/arena, and patron information regarding the assigned patrons retrieved by the one or more central computer systems from a patron database after authentication of the patron by the one or more central computer system,

enabling entry, by the staff member using the interactive display of the staff unit, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the entered staff information; and communicating with assigned patrons via their patron unit units

~~displaying notification of when an order is ready for delivery and delivery of the order to a patron;~~

~~displaying details of the order;~~

~~displaying details about the patron, including at least one of the following: name of the patron, seat/location of the patron, preference information of the patron, special needs/requests of the patron, and/or information associated with the patron from prior visits to the stadium/arena; and~~

~~displaying a location of a portable patron unit used to place the order.~~

125. (Cancelled)

126. (Cancelled)

127. (Cancelled)

128. (Cancelled)

129. (Currently Amended) The method as recited in claim 1 wherein the wireless portable patron unit may be temporarily mounted to another venue item ~~units are mounted to other items.~~

130. (Currently Amended) The method as recited in claim 129 ~~[[1]]~~ wherein the another venue item is a chair ~~patron units are mounted to chairs.~~

131. (Currently Amended) The method as recited in claim 129 ~~[[1]]~~ wherein the another venue item is a table ~~patron units are mounted to tables.~~

132. (Cancelled)

133. (Currently Amended) The method as recited in claim 1 ~~[[132]]~~, wherein the current

~~data indicative of the location~~ comprises a hotel room number associated with the venue.

134. (Cancelled)

135. (Currently Amended) The method as recited in claim 9 ~~[[134]]~~, wherein the authentication comprises enabling the wireless portable patron unit to accept a biometric sample of the patron, which is compared to a previously received biometric sample of the patron that is stored in the patron database.

136. (Currently Amended) The method as recited in claim 135 wherein the ~~[[said]]~~ biometric sample is a fingerprint.

137. (Cancelled)

138. (Cancelled)

139. (Cancelled)

140. (Currently Amended) The method as recited in claim 118, wherein the wireless portable patron units are ~~mounted to~~ mountable to seats at the stadium/arena chairs.

141. (Currently Amended) The method as recited in claim 120 ~~[[121]]~~ wherein the patron units are mountable ~~mounted to~~ chairs.

142. (Cancelled)

143. (Currently Amended) The wireless portable patron unit of claim 69 ~~[[142]]~~ wherein the different location of ~~said~~ the wireless portable patron unit is determined by a wireless link to one or more network access points, which wirelessly communicates with the one or more central computer systems ~~and subsequently transmitted to said central computer via said wireless communication link.~~

144. (Currently Amended) The wireless portable patron unit of claim 69, further comprising:

a GPS receiver;

wherein the current location and subsequent locations of the portable patron unit is determined via the ~~[[said]]~~ GPS receiver and transmitted to the one or more central computer systems ~~said central computer.~~

145. (Cancelled)

146. (Cancelled)

147. (Cancelled)

148. (Cancelled)

149. (Cancelled)

150. (Cancelled)

151. (Currently Amended) A method for providing patron service at a venue,
comprising the steps of:

- providing, to each of a plurality of patrons, a wireless portable patron unit in communication with one or more central computer systems, each of the wireless portable patron units providing a plurality of functions, including:
 - providing an interactive display;
 - allowing a patron to input patron identification information;
 - allowing a patron to input a patron request;
 - providing wireless signals to the one or more central computer systems,
- permitting the one or more central computer systems to process the patron request, to determine a current location of the patron unit, and to track subsequent locations of the patron unit in real time;
- displaying a status of an open patron request;
- receiving and displaying information from the one or more central computer systems;
- providing, to each of a plurality of staff, a wireless portable staff unit in communication with the one or more central computer systems, each of the wireless portable staff units providing a plurality of functions, including:
 - providing an interactive display;

receiving from the one or more central computer systems the current location of the patron unit, and the subsequent locations of the patron unit in real time;

sending staff requests to the one or more central computer systems for information regarding the patron request;

viewing the open patron request and the status of the open patron request;

displaying a map on the interactive display of the staff unit showing the current location of the patron unit, and the subsequent locations of the patron unit in real time;

displaying information regarding previous patron requests from the patron, which have been retrieved from a patron database associated with the one or more central computer systems;

allowing a staff member to update the status of the open patron request; and

allowing the staff member to input a patron request for the patron using the staff unit; and

providing one or more central computer systems, said one or more central computer systems providing a plurality of functions,

receiving and processing patron requests from the plurality of patrons via the plurality of patron units;

determining a current location of each of the plurality of patron units from the wireless signals provided from the plurality of patron units, and tracking subsequent locations of the plurality of patron units in real time;

storing information regarding previous patron requests, from each of the plurality of patrons, in a database; and

receiving and processing staff requests from the plurality of staff

~~providing one or more central computer systems in communication with a plurality of patron units and a plurality of staff units via a TCP/IP based network;~~

~~providing a plurality of patrons with patron units, said patron units providing the functions of:~~

~~communicating with said central computer systems via a TCP/IP based network;~~

~~accepting orders for goods or services from said patrons; and~~

~~sending location information to said central computers;~~

~~providing a plurality of staff members with portable staff units in communication via a TCP/IP based network with one or more central computer systems, each of said staff units providing the functions of:~~

~~providing an interactive touch screen display;~~

~~allowing said staff members to monitor activities of said patrons entered using said patron units; and~~

~~allowing a staff member enter orders or requests received from patrons using said interactive touch screen display.~~

152. (Currently Amended) The method of claim 151 wherein the said one or more central computer systems includes a point of sale capability or interfaces to an external point of sale capability.

153. (Currently Amended) A method for providing patron service at a venue, comprising the steps of:

~~providing one or more central computer systems in communication with a plurality of~~

~~patron units and a plurality of staff units via a TCP/IP based network;~~

downloading a patron unit software application to patron-supplied hardware, the said
software application allowing the said patron-supplied hardware to operate as a wireless portable
patron unit and to provide a plurality of [[the[[functions, including [[of]]:

enabling entry of a plurality of patron information, including: a patron identifier, a
current location of the patron unit, patron requests, and a different location of the patron unit
when the patron moves to the different location at the venue;

providing wireless signals to the one or more central computer systems,
permitting the one or more central computer systems to receive the entered patron information
and to perform a plurality of venue functions, including: authenticating the patron using the
patron identifier, processing the patron requests, retrieving previously stored information
regarding the authenticated patron from a patron database, and wirelessly sending the received
patron information and the retrieved patron information to one or more portable wireless staff
units; and

selectably receiving and displaying information from the one or more central
computer systems, including: a status of open patron requests from the patron, information
regarding the patron retrieved from the patron database, information from a staff member
assigned to the patron, and venue information; and

providing, to each of a plurality of staff members, a wireless portable staff unit in
communication with the one or more central computer systems, each of the wireless portable
staff units including an interactive display and providing a plurality of functions, including:

selectably receiving and displaying information on the interactive display from
the one or more central computer systems, including: information regarding patrons assigned to a

particular staff member, current locations of the assigned patrons, assigned patron requests, status of the assigned patron requests, different locations of the assigned patrons, and patron information regarding the assigned patrons retrieved from the patron database;

enabling entry, by the staff member using the interactive display, of a plurality of staff information, including: staff requests, requests for information regarding the assigned patron requests, requests for information from the patron database regarding the assigned patrons, information updating the status of open assigned patron requests, and information modifying the assigned patron requests; and

providing wireless signals to the one or more central computer systems, permitting the one or more central computer systems to receive and process the entered staff information

~~communicating with said central computer systems via TCP/IP-based network;~~

~~accepting orders for goods or services from said patrons; and~~

~~sending location information to said central computers;~~

~~providing a plurality of staff members with portable staff units in communication via a TCP/IP-based network with one or more central computer systems, each of said staff units providing the functions of:~~

~~providing an interactive touch screen display;~~

~~allowing said staff members to monitor activities of said patrons entered using said patron units; and~~

~~allowing a staff member enter orders or requests received from patrons using said interactive touch screen display.~~

154. (Currently Amended) The method of claim 153 wherein the ~~said~~ one or more central computer systems includes a point of sale capability or interfaces to an external point of sale capability.

155. (New) The method as recited in claim 2, wherein the plurality of services further includes providing music and video.

156. (New) The method as recited in claim 155, wherein the plurality of services includes providing internet access and communication services using Voice over Internet Protocol.

157. (New) The method as recited in claim 1, wherein the providing, to each of a plurality of patrons, a wireless portable patron unit includes enabling a personal patron device, which is compatible with the venue's one or more central computer systems, by downloading venue application software into the personal patron device.

158. (New) The method of claim 1, wherein the patron database includes a patron profile of designated patrons who have previously visited the venue, the patron profile including information regarding patron identification, previous patron requests, any dietary restrictions, any special patron needs, and any special patron requests.

159. (New) The method of claim 1, wherein the patron may enter one or more items under patron consideration in a Consideration List, which an assigned staff member may view in

real time prior to submission of a patron request, so that an assigned staff member may assist the patron in finalizing a selection of the one or more items under patron consideration.

160. (New) The method of claim 9, wherein the patron may enter one or more items under patron consideration in a Consideration List, which an assigned staff member may view in real time prior to submission of a patron request, so that an assigned staff member may assist the patron in finalizing a selection of the one or more items under patron consideration.

161. (New) The wireless portable patron unit as recited in claim 69, wherein the wireless portable patron unit can be a personal patron device, which is compatible with the venue's one or more central computer systems, that has been enabled as a wireless portable patron unit by downloading venue application software into the personal patron device.

162. (New) The one or more non-transitory computer-readable media as recited in claim 39, wherein the wireless portable patron unit can be a personal patron device, which is compatible with the venue's one or more central computer systems, that has been enabled as a wireless portable patron unit by downloading venue application software into the personal patron device.

163. (New) The method of providing service in a stadium/arena as recited in claim 118, wherein the providing, to each of a plurality of patrons, a wireless portable patron unit includes enabling a personal patron device, which is compatible with the venue's one or more central computer systems, by downloading venue application software into the personal patron device.

164. (New) The method of claim 82, wherein the patron may enter one or more items under patron consideration in a Consideration List, which an assigned staff member may view in real time prior to submission of a patron request, so that an assigned staff member may assist the patron in finalizing a selection of the one or more items under patron consideration.

165. (New) The method of claim 161, wherein the patron may enter one or more items under patron consideration in a Consideration List, which an assigned staff member may view in real time prior to submission of a patron request, so that an assigned staff member may assist the patron in finalizing a selection of the one or more items under patron consideration.

166. (New) The one or more non-transitory computer-readable media as recited in claim 39, wherein the patron may enter one or more items under patron consideration in a Consideration List, which an assigned staff member may view in real time prior to submission of a patron request, so that an assigned staff member may assist the patron in finalizing a selection of the one or more items under patron consideration.

167. (New) The wireless portable staff unit as recited in claim 86, wherein when a patron enters one or more items under patron consideration into a Consideration List using a patron unit, a staff member assigned to that patron views the Consideration List on the staff unit in real time, prior to submission of a patron request, and assists the patron in finalizing a selection of the one or more items under patron consideration.

168. (New) The one or more non-transitory computer-readable media as recited in claim 50, wherein the patron may enter one or more items under patron consideration in a Consideration List, which an assigned staff member may view in real time prior to submission of a patron request, so that an assigned staff member may assist the patron in finalizing a selection of the one or more items under patron consideration.

169. (New) The method as recited in claim 110, wherein when a patron enters one or more items under patron consideration into a Consideration List using a patron unit, a staff member assigned to that patron views the Consideration List on the staff unit in real time, prior to submission of a patron request, and assists the patron in finalizing a selection of the one or more items under patron consideration.

170. (New) The method as recited in claim 118, wherein providing the wireless portable patron unit includes enabling a patron's personal patron device, which is compatible with the one or more central computer systems of the designated stadium/arena, the enabling being performed by downloading stadium/arena application software into the personal patron device.

171. (New) The method as recited in claim 118, wherein the patron unit includes an outer protective casing, which is designed to provide protection at least against sun, rain, and spilled refreshments.

172. (New) The wireless portable patron unit as recited in claim 122, wherein the wireless portable patron unit can be a personal patron device, which is compatible with the

venue's one or more central computer systems, that has been enabled as a wireless portable patron unit by downloading stadium/arena application software into the personal patron device.

173. (New) The method as recited in claim 153, wherein the patron identifier is automatically determined by the one or more central computer systems based upon the wireless signals provided by the patron unit.